



AGENDA
NORTH CAROLINA 911 BOARD
EDUCATION COMMITTEE

Thursday, February 16, 2023

1:00 p.m. to 3:00 p.m.

Via Microsoft Teams Meeting

[Education Committee Meeting](#)

984-204-1487 Conference ID 628 949 180#

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Roll Call	Angie Turbeville
2.	Ethics Awareness/Conflict of Interest Statement	Chuck Greene
3.	Executive Director's Opening Remarks	Pokey Harris
4.	Chair's Opening Remarks	Chuck Greene
5.	Approval of November 2022 Minutes (<i>Roll Call Vote Required</i>)	Chuck Greene
6.	Introduction of New Committee Members	Chuck Greene
7.	Technology Update	Tom Rogers
8.	Legal Brief	Amanda Reeder
9.	Training Class Eligibility Requests <ul style="list-style-type: none">• New Hanover County 911 and Pasquotank-Camden 911 - <i>Priority Dispatch, AI Skill Lab Telecommunicator: ProQA call-taking training (Roll Call Vote Required)</i>• Brunswick County 911, New Hanover County 911, and Pasquotank-Camden 911: <i>Priority Dispatch, Emergency Mental Health Dispatching Training (Roll Call Vote Required)</i>• <i>Cumberland County 911: American Emergency Preparedness, Complacency and Critical Thinking (Roll Call Vote Required)</i>	Angie Turbeville
10.	Recruitment PSA Update	Angie Turbeville
11.	Associate in Applied Science in 911 Communications and Operations	Angie Turbeville
12.	Cape Fear Community College Telecommunicator Courses (<i>Roll Call Vote Required</i>)	Angie Turbeville
13.	Virtual Academy Product Demo	Angie Turbeville
14.	Other	Chuck Greene
	Adjourn	

Ethics Statement:

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest.

Does any member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Committee today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.



**North Carolina 911 Board
Education Committee Meeting
MINUTES**

Thursday, November 17, 2022

10:00 a.m. – 12:00 p.m.

Microsoft Teams, Raleigh, NC

Meeting was conducted via the use of Simultaneous Communications

<u>Members on Teams</u>	<u>Staff on Teams</u>	<u>Others on Teams</u>
Jeryl Anderson	Stephanie Conner	Brooke Hazlet – Buncombe County 911
Chuck Greene	Greg Dotson	Cindy Morgan – Spectrum Reach
Grayson Gusa	Kristen Falco	Dawn Westmorland – Spectrum Reach
JD Hartman	Tina Gardner	Elena Bazanos – Spectrum Reach
Donna Wright	Pokey Harris	Adison Lawrence – Spectrum Reach
	David Newberry	
	Amanda Reeder	
	Tom Rogers	
	Marsha Tapler	
	Sarah Templeton	
	Angie Turbeville	

1. **Chair's Opening Remarks** – The meeting was called to order at 1005 a.m. by Mr. Greene by welcoming Committee members and staff.
2. **Executive Directors Opening Remarks** – Ms. Harris welcomed and thanked Committee members for their attendance and work on the Committee.
3. **Roll Call** - Ms. Turbeville proceeded to call the roll.
4. **Conflict of Interest and Ethics Statement** – Mr. Greene read the following ethics statement:

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest.

If any Committee member has a known conflict of interest or potential conflict of interest with respect to any matter coming before the Committee today, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Donna Wright stated that she is a contractor for Richmond Community College. Mr. Greene stated that since no actions would be taken by the Committee today on anything affecting

Richmond Community College, there is no conflict of interest. Ms. Reeder agreed and thanked Ms. Wright for informing the Committee.

5. **Approval of September 2022 Minutes (Vote Required)** – Ms. Anderson made a motion to approve, and Ms. Wright seconded the motion.

Approval of September 2022 Education Committee Minutes		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

6. **Technology Update** – Mr. Rogers provided Committee members with an update on the ESInet migration. All PSAPs in the Sstate except for one PSAP have successfully migrated to the ESInet. Currently, there are 55 Hosted Vesta, 49 Hosted Viper, and 22 ESInet-only sites. The total population served is 10,566,375, which is 99% of the State’s population; the total land mass covered is 48,619.57 square miles of NC, representing 99% of the State. He also provided a report on another of the Statewide Projects, RapidDeploy Analytics Eclipse. Admin training was completed on October 27 and closes out the official soak month. The analytics tool is live for all PSAPs in the State. The SIP Admin line project is live with three of the pilot PSAPs. Mr. Rogers is hopeful to have a white paper and proof of concept in January 2023.

7. **Legal Update** – Ms. Reeder asked all members to be mindful that all discussions of the Board and its committees must be conducted as public meetings in accordance with North Carolina’s Open Meetings Law (N.C.G.S. 143C, Article 33). Committee members should not be sending “reply all” emails to discuss agenda items, as this could constitute an electronic meeting. Ms. Reeder advised members to reply only to the staff sending the email, copying the Executive Director. Ms. Reeder emphasized that nothing has triggered this reminder; it’s purely proactive, rather than reactive, as it came to her mind when the Committees were sending out the notices regarding discussions of goals.

8. Training Class Eligibility Request:

- a) **Buncombe County – RQI Telecommunicator CPR Program: Vote Required**
 Ms. Turbeville provided the Committee with a brief overview of the RQI Telecommunicator CPR program. The program provides training for certification/recertification for CPR and was created by the company RCI, which is partnered with the American Heart Association. Staff reached out to the NC Office of EMS (OEMS) to notify them of the eligibility request. The Office of EMS stated this training can be used to satisfy the CPR requirement. The staff recommendation is to approve the training. Ms. Wright made a motion to approve the training for funding. Ms. Anderson seconded the motion. The vote to approve the training was unanimous.

Approval of the Training RQI Telecommunicator CPR		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

b) Haywood County 911: RAK Academy – Dispatch Response to Active Killers (D-RAK): *Vote Required* Ms. Turbeville presented a new class for funding consideration. The class is for the training of telecommunicators to respond to active assailant incidents. The staff recommendation is to approve the training. Ms. Wright made a motion to approve the training for funding. Ms. Anderson seconded the motion. The vote to approve the training was unanimous.

Approval of the Training: Dispatch Response to Active Killers (D-RAK)		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

9. PSA Recruitment Campaign – Mr. Greene introduced Cindy Morgan with Spectrum Reach who presented the Statewide campaign to Committee members. The presented campaign will provide commercials on television, streaming, online, and social media. Ms. Morgan shared information on the science behind how the targeted audience is matched with the various media to ensure optimization and coverage for all 100 counties. The campaign will air for a total flight of 12 weeks, with a 1 to 2-week (s) pause after the first 6 weeks. During the campaign pause, Spectrum Reach will be seeking feedback from the PSAP community about the effectiveness of the campaign in their locality. Ms. Harris explained that funds for this project were included in the approved budget but if the Committee chooses to go forward with the campaign, a funding budget amendment will need to be completed. Mr. Greene stated that feedback from the PSAPs will be needed. Ms. Turbeville shared that the regional coordinators are having internal discussions to find partners in their respective regions. A webinar is also planned so this information can be presented to the PSAP community. Ms. Harris shared that DIT Comms had also been involved to make some website enhancements for the project. Ms. Wright suggested providing training for PSAP managers on best recruitment practices as part of this campaign. Sheriff Hartman inquired if there was any issue with the sole source procurement of the project. Ms. Harris stated that Ms. Reeder has been working diligently with the procurement office to ensure that all processes are legal and followed State procurement rules. Ms. Wright made the motion to approve the expansion of the pilot Recruitment PSA Statewide Campaign presented by Spectrum Reach for a total cost of \$419,900 as a sole source procurement pursuant to NC General Statute 143B-1350 and Rule 09 NCAC 06B .0901, and to approve a necessary budget amendment of \$269,900 from the PSAP Grant and Statewide Projects Account. The motion was seconded by Sheriff Hartman. The vote to approve was unanimous.

Approval of the Expansion of the Pilot Recruitment PSA Statewide Campaign by Spectrum Reach		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

10. AAS in 911 Communications and Operations – Ms. Turbeville provided a brief update on the Associate Degree program. She shared that Richmond Community College, along with Ms. Harris, will be meeting later today with N.C. Community College System to gain final approval for the program. She shared that she had been working with Donna Wright, Amanda Reeder, and Stephanie Conner to develop the three courses specific to the telecommunicator. Once the community college processes for a new program are complete, Richmond Community College will begin the advertising campaign for the program.

11. NENA Center Management Certification Program (CMCP) – Ms. Turbeville announced that a second class for the program will be held in Hendersonville, NC, March 20 – March 25, 2023. More information will be forthcoming after Thanksgiving.

12. Education Committee Goals and Meeting Dates for 2023 – Ms. Harris gave a brief review of the 2022 goals to include specific actions/activities of the adopted goals. Ms. Turbeville presented the proposed goals for committee review.

2023 Education Committee Goals –

1. Continue the information-sharing program to effectively communicate the Board and Staff’s vision, initiatives, and responsibilities for NG911 and other State projects.
2. Continue to develop the Associate in Applied Science Telecommunicator Communications and Operations Degree program with Richmond Community College and develop telecommunicator training courses or other opportunities in collaboration with the Community College system.
3. Expand the Recruitment Public Service Announcement initiative based on data collected during the pilot program.
4. Explore additional methods for public outreach utilizing nontraditional media outlets.

Ms. Wright made a motion to approve the goals as discussed. Mr. Gusa seconded the motion. The vote to approve was unanimous.

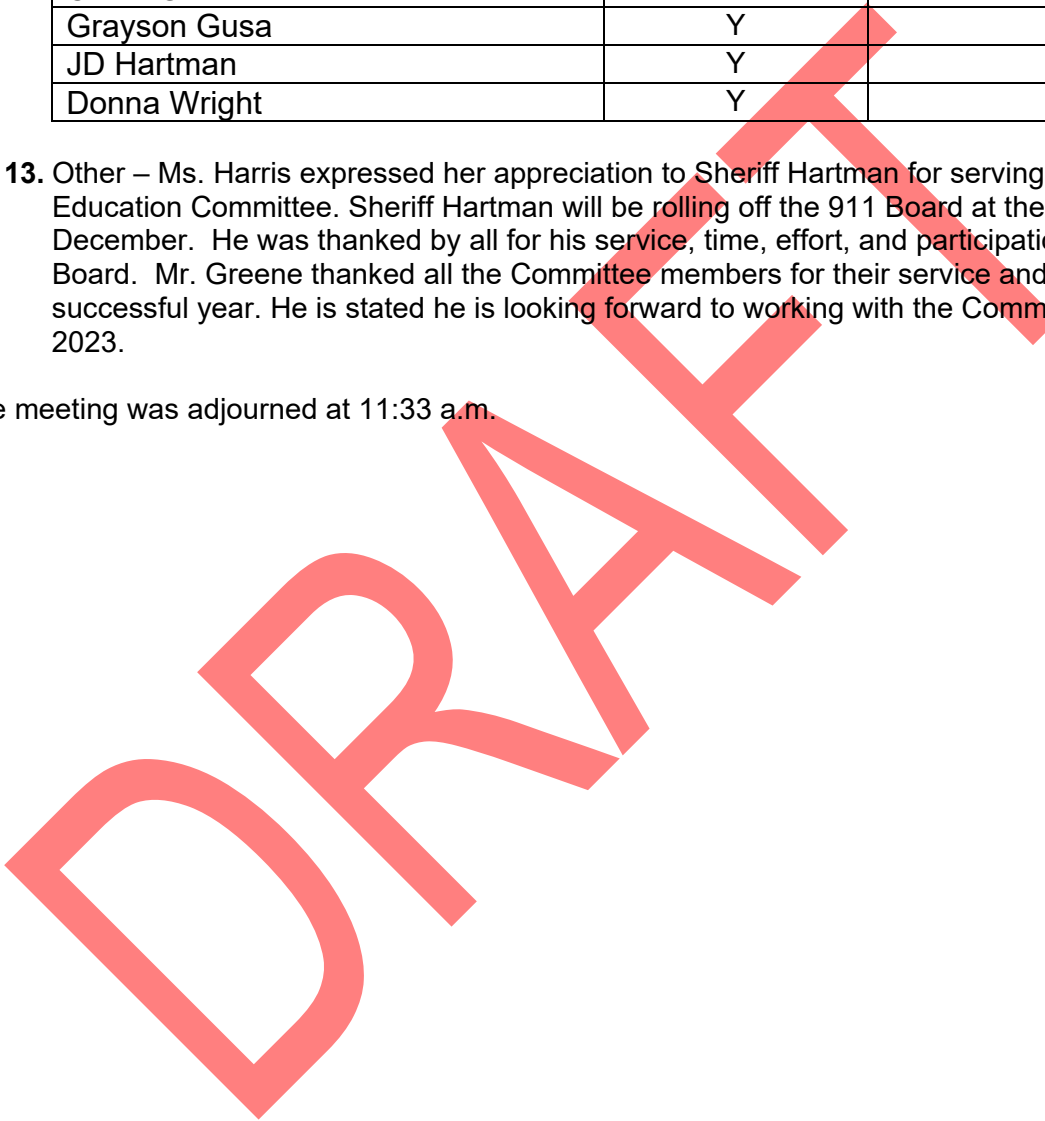
Approval 2023 Education Committee Goals		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

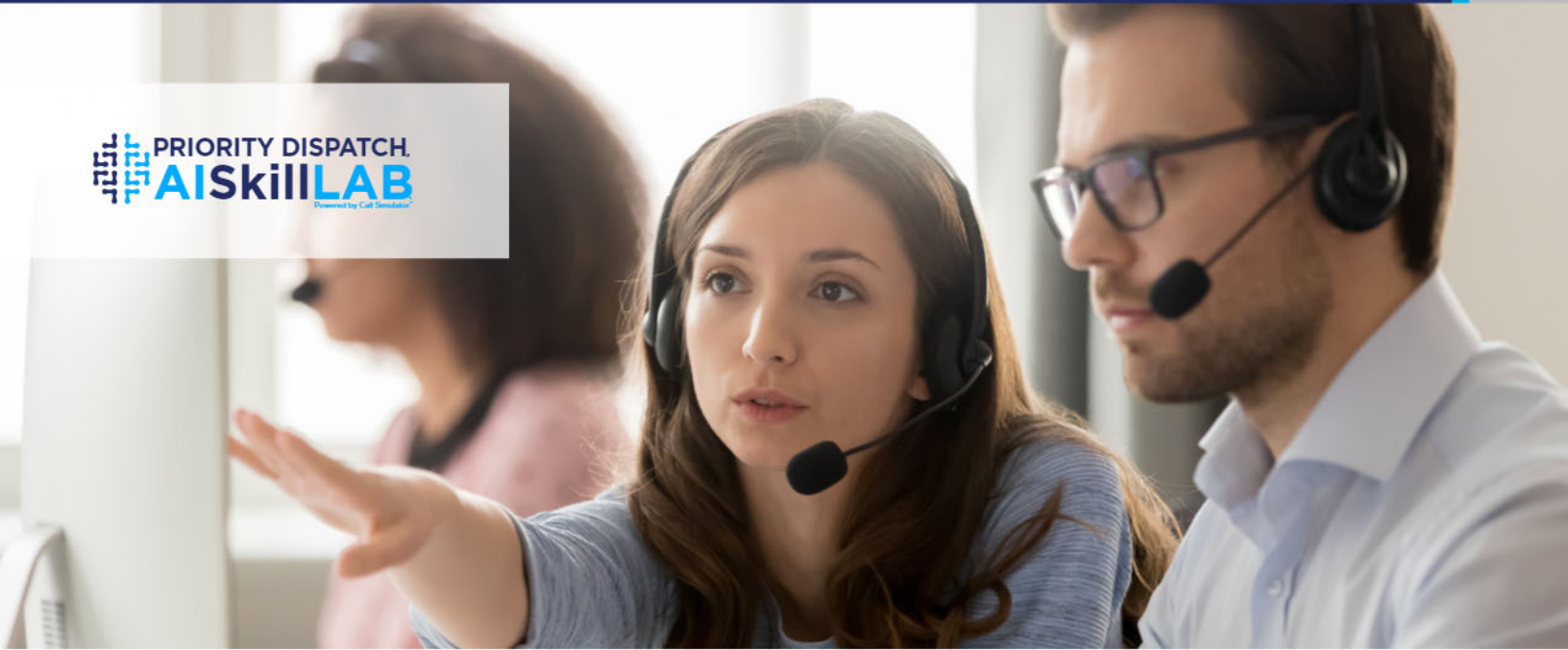
Mr. Greene presented to the Committee the proposed meeting dates for 2023. Ms. Wright made a motion to accept the meeting dates as presented. Ms. Anderson seconded the motion. The vote to approve was unanimous.

Approval 2023 Education Committee Meeting Dates		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

13. Other – Ms. Harris expressed her appreciation to Sheriff Hartman for serving on the Education Committee. Sheriff Hartman will be rolling off the 911 Board at the end of December. He was thanked by all for his service, time, effort, and participation on the Board. Mr. Greene thanked all the Committee members for their service and a successful year. He is stated he is looking forward to working with the Committee in 2023.

The meeting was adjourned at 11:33 a.m.





PRIORITY DISPATCH AI SkillLab, POWERED BY CALL SIMULATOR

Tap Into the Power of AI with On-Demand Emergency Call Training

Priority Dispatch AI SkillLab, Powered by Call Simulator is a powerful way to train both new Emergency Dispatchers and experienced calltakers alike. Using an AI-powered simulated caller, this exciting training module reduces the need for human-to-human role play, helps Emergency Dispatchers gain valuable experience operating within ProQA, using IAED protocols, and improve their active listening skills. IAED approved simulated

calls even count towards eight hours of CDE credit for your IAED recertification every two years.

Simply put, AI SkillLab is like a flight simulator for your agency. It helps to improve confidence and protocol proficiency and provides a way for your team to practice a variety of incident types—including high-acuity, low-frequency events—safely and without risk from behind a desktop.

HOW IS AI SkillLab DIFFERENT FROM TRADITIONAL ROLE PLAYING?



Lower cost of training



Train from anywhere



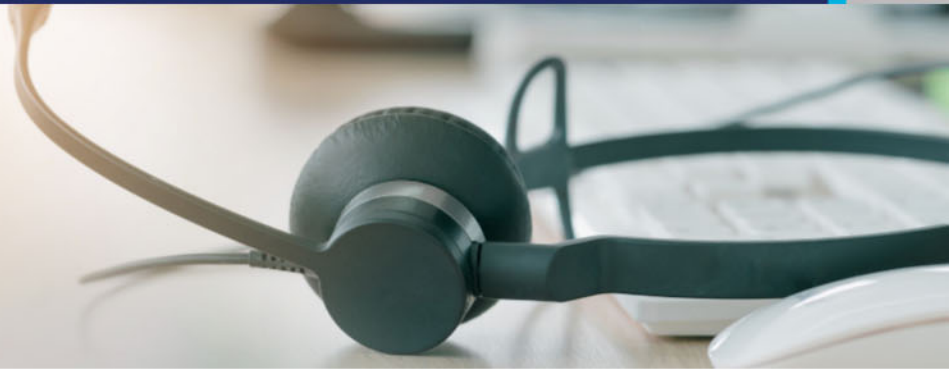
Easily repeat complex scenarios



Vary caller personas



Automatically score each simulation



AI SkillLab SOLVES THESE 6 KEY PROBLEMS

Reduces expensive human role playing

AI SkillLab diminishes the need for trainers and other key staff to be present for role play. Emergency Dispatchers can now practice speaking in real-time with a simulated caller to learn how to process calls within ProQA.

Exposes trainees to various emergency call situations

AI SkillLab delivers hundreds of emergency scenarios with realistic human callers, complete with a range of voices, ages, accents, and dialects—giving trainees the breadth of experience they need.

Makes practice possible anywhere, any time

AI SkillLab's cloud-based software allows 24/7 on-demand training, so practice can happen anywhere there's a computer with an internet connection. Trainees and veterans no longer need to be at their workstation to hone their skills.

Allows unlimited practice of high-acuity, low-frequency calls

AI SkillLab aids in practicing the most difficult type of event: the high-acuity, low-frequency call. Through simulation, an Emergency Dispatcher can practice over and over until success and confidence are achieved.

Provides structured feedback

AI SkillLab gives trainers the ability to quickly review performance and provide feedback on simulation response and specific event reactions—helping to determine what areas need more focus.

WHAT'S IN IT FOR ME?



Command Staff

Addresses the urgent need to retain Emergency Dispatch staff and provides an automated training tool with immediate user feedback.



Medical Directors

Provides reassurance that Emergency Dispatchers are practicing specific incident types regularly that are clinically significant.



Emergency Dispatchers

Allows calltakers to experience success more quickly through targeted training that they can practice until they feel confident.



QUOTE

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USA

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Prepared By: Tony Guido

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Bill To:

New Hanover County 911 Public Safety
230 Government Center Dr Ste 115
Wilmington, North Carolina 28403-1771
United States

Agency:

New Hanover County 911 Public

Safety

990

Agency ID#:

Q-64448

Quote #:

12/20/2022

Date:

Offer Valid Through:

4/19/2023

Payment Terms

Net 30

Currency:

USD

Ship To:

New Hanover County 911 Public Safety
230 Government Center Dr Ste 185
Wilmington, North Carolina 28403-1674
United States

Product	Qty	Amount
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI). Price is based on hourly usage and is sold in blocks of 100.	300	USD 6,000.00
Skill Lab for EMD 300 Hours TOTAL:		USD 6,000.00

Subtotal	USD 6,000.00
Estimated Tax	
Total	USD 6,000.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

TERMS AND CONDITIONS

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: <https://prioritydispatch.net/licensing/>

"To lead the creation of meaningful change in public safety and health."

EMERGENCY MENTAL HEALTH DISPATCHING TRAINING

WHY EMERGENCY MENTAL HEALTH DISPATCH TRAINING?

We all know there's a current deluge of calls involving mental health events, with concerns being voiced about adequate public safety responses. You may have heard that the IAED is completely reworking Protocol 25, which is now also called Mental Health Conditions, to go out with the ProQA Maintenance Release in November.

The IAED is also rapidly developing an entirely new protocol to address 1st party callers experiencing suicide issues ranging from ideology to imminent suicide potential. Protocol 41 will be a very robust system, developed with input from mental health professionals with expertise in this important field of intervention. Both protocols will provide EMDs the tools necessary to keep callers, patients, and responders safe.

In preparation for the release of the revamped Protocol 25 and new Protocol 41, we're teaming up with the 911 Training Institute to help prepare agency leadership for these new changes.

ABOUT THE 3-DAY EMHD COURSE

This course provides tools and strategies to support both callers and the well-being of calltakers. It teaches essential insights into what drives the behavior of callers with mental illness as well as de-escalation strategies. This is not a certification requirement that every emergency dispatcher needs to take—it's a highly-recommended course for agency leadership.

Priority Dispatch is developing a separate four-hour training course for Protocol 41 which every emergency dispatcher will be required to take before implementation of Protocol 41.

WHO SHOULD TAKE THIS COURSE?

Those at your agency in leadership positions who need deep, next-level understanding of the methodology and psychology behind handling calls involving mental health events. We recommend it for:

- Training managers
- Operations managers
- QA managers
- Lead telecommunicators
- Shift supervisors

You can reach out to your Regional Account Manager with any questions, or to request help promoting your scheduled training to other agencies.

VIRTUAL TRAINING DATES:

January 24, 31, and February 7
9am-6pm EST each day
(This is a 3-day class with one day of training per week.)

February 21, 22, and 23
9am-6pm EST each day
(Three consecutive days of class.)

April 26, May 3 and 10
9am to 6pm each day
(This is a 3-day class with one day of training per week.)

CLASS FEE:

\$495/Each Live-Virtual
\$549/Each In-Person

STATE APPROVALS:

Georgia POST: NQM27G; Michigan SNC: MCI201703A

QUESTIONS OR FOR SCHEDULING INFO:

E-mail: Contact Deborah at info@911training.net
On-line: www.911training.net
Phone: 231-622-1600

HOST A TRAINING SESSION:

You can host an In-Person or Live-Virtual 3-Day Training at your PSAP and invite leaders from neighboring agencies to participate.

ABOUT THE INSTRUCTOR

Jim Marshall, M.A., L.L.P., is the Director of the 911 Training Institute and a leading voice in the 9-1-1 industry for dispatcher wellness. He has been a licensed mental health professional for over 30 years. Jim is co-editor of *The Resilient 9-1-1 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center*. Jim's courses, presentations, pilot projects, and published works equip 9-1-1 telecommunicators and their PSAP leaders to achieve optimal health and performance as people and organizations in the evolving 9-1-1 center.



American Emergency Preparedness
Complacency and Critical Thinking

Lesson plan

2023

Learning Objectives: The learning objectives of the lesson is to establish core values for customer service and for complacency in the workplace. Attendees will be exposed to multiple scenarios through the lesson to define best practices in the industry and to bring them back to their centers. This block of instruction is about dealing with complacency and providing high level customer service. We will define the basic and fundamentals of critical thinking. Using industry standards, we will expose attendees to proven methods of triage and putting field responder safety first. This class will provide all of the attendees with a base to build their critical thinking skills and how to defeat complacency in the workplace.

Evaluations: Instructor and class evaluation will be completed in the class setting. Both are available upon request for all sessions.

Testing: Students will have an in-class evaluation by the instructor. Written testing can be applied to this session if needed.

Learning Outcomes: Outcomes will be defined by in class verbal assessments by the instructor for the session attendees. Certificates will be provided upon successful completion of this workshop.

Course Description: This class is one of most requested classes we have in our catalog. It challenges students to recognize when complacency creeps into the workplace and how to mitigate it. We will demonstrate the link between good customer service and decisions that impact scene safety. These skills will translate into the wellbeing and overall performance of any 911 center. How to triage the emergency at hand and define what needs to be handled first. These skills are transferable to all 911 center tasks. We will present on specifically:

- **Crystal clear communication (Radio and Telephone)**
- **Active listening Skills**
- **Skill building**
- **Managing multiple tasks (Triage)**

- **Team building**
- **Honest evaluations**
- **Leadership 101**
- **Policies and procedures to battle complacency**

Course materials needed: Handouts will be given to the attendees. Students should bring their own writing materials. Laptops and iPad are welcome.

Course Length: This is an **8**-hour block of instruction.

Notes: This session is a workshop designed to challenge its students and help them define the triage process as well as create best practices for the center. How to build a team and recognize complacency. Instructors are there to facilitate an all-inclusive classroom center where ideas are nurtured, and innovation thrives.

At AEP we look to pay it forward and bring our expertise to help 911 centers in America be their best.

Please reach out to AEP American Emergency Preparedness at Ameri-prep.com for additional information.

2023 - Cape Fear Community College - NENA Courses

Date	Course	Cost	Discount	Total	
April 3 - 5	CTO	\$10,750.00	\$1,612.50	\$9,137.50	
Apr-23	Adv Police	\$4,250.00	\$637.50	\$3,612.50	<i>Total Funding Ask for FY2023 \$9,881.25 (Classes in April)</i>
Apr-23	ECM	\$4,250.00	\$637.50	\$3,612.50	
Apr-23	Customer Service	\$4,000.00	\$600.00	\$3,400.00	
Apr-23	911 Culture	\$4,250.00	\$637.50	\$3,612.50	<i>Not Eligible for 911 Funding</i>
August 21 - 23	Supervisor	\$10,750.00	\$1,612.50	\$9,137.50	
Sep-23	ECM	\$4,250.00	\$637.50	\$3,612.50	<i>Not Eligible for 911 Funding</i>
Sep-23	Tunnel Vision	\$4,000.00	\$600.00	\$3,400.00	
Sep-23	Adv Fire	\$4,250.00	\$637.50	\$3,612.50	
Oct 16 - 18	CTO	\$10,750.00	\$1,612.50	\$9,137.50	
Nov-23	Customer Service	\$4,250.00	\$637.50	\$3,612.50	<i>Not Eligible for 911 Funding</i>
Nov-23	Adv Police	\$3,250.00	\$487.50	\$2,762.50	
Nov-23	Tunnel Vision	\$3,250.00	\$487.50	\$2,762.50	
Dec 6 - 8	Supervisor	\$10,750.00	\$1,612.50	\$9,137.50	
	Grand Total	\$83,000.00		\$70,550.00	<i>Total Funding ask for FY2024 \$20,506.25 (Classes beginning Aug 21 - December 8, 2023)</i>